

General

*Touch Care service and support program runs concurrently with the device warranty for the following products: **i-limb quantum, i-limb revolution, i-limb ultra, i-limb access, i-limb select, i-limb digits, and livingksin**. Additional years of Touch Care coverage may be purchased.*

Limited Warranty for i-limb

Touch Bionics warrants that the i-limb will conform to its specifications and be free of defects in material and/or workmanship for twelve (12) to sixty (60) months (depending on package purchased) from the date of Touch Bionics invoice for the i-limb. This Limited Warranty applies only to an i-limb provided by Touch Bionics or an affiliate authorized by Touch Bionics to provide the i-limb. This Limited Warranty applies to all components including but not limited to fixtures, motors, bearings, and electronics. This Limited Warranty is governed by UK law and is not transferrable.

Warranty

Touch Bionics reserves the right to credit, repair or replace an “in-warranty” i-limb as its option. If required, replacements will be new products. The wearer shall report any defect claim to Touch Bionics directly or to the facility that provided the i-limb immediately upon discovering the defect, and, in any event, within the warranty period. The defective i-limb must be returned to Touch Bionics or any other Touch Bionics authorized representative. To find the nearest location, visit www.touchbionics.com or call +1-855-MY-iLIMB (US & Canada), or +44 (0) 1506 438 556 (International). The unit must be in assembled condition and include an approved covering when returned. The warranty is void if the i-limb is subjected to abuse, neglect, alteration, modification, improper repair and/or maintenance performed by anyone other than Touch Bionics or a Touch Bionics’ affiliate. Damage resulting from installation of parts and accessories not compatible with the i-limb by anyone other than Touch Bionics or an affiliate is not covered, including use of non-Touch Bionics batteries. The warranty is void if damaged covers are not replaced in a timely manner or if an approved covering is not worn at all times when on the i-limb device.

This is the exclusive remedy under this warranty, any and all other remedies that may otherwise be applicable are excluded, including, but not limited to, incidental or consequential damage or punitive damage to the maximum extent permitted by law. This is the only warranty made by Touch Bionics on the i-limb and components, and there are no warranties which extend beyond the description herein. Any warranties that may otherwise be implied by law including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose are extended. This Limited Warranty gives the consumer specific legal rights. The consumer may also have other legal rights which vary from country to country, from state to state in the U.S, from province to province in Canada and from state to state in Mexico. Some countries and states may not allow the exclusion or limitation of incidental or consequential damages or warranties, so the above limitations or exclusions may not apply to you. If it is determined by a

court of competent jurisdiction that a certain provision of this limited warranty does not apply, such determination shall not affect any other provision of this limited warranty and all other provisions shall remain in effect.

Limited Warranty for livingskin

Each livingskin passive and match devices will be covered for 1-year under Touch Care for both manufacturing related issues as well as accidental damage. If a device is returned for repair during the period it is covered under Touch Care, Touch Bionics will repair the device at no charge.

Accidental Damage Coverage

Touch Care also includes accidental damage coverage for the duration of the Touch Care program (i.e. concurrent with original and extended warranty as applicable).

Accidental damage coverage compliments the warranty to address accidental drops and breakages. Touch Bionics will provide free of charge repairs to a device that has been damaged as a result of an accident during the normal working process of the prosthesis and in accordance with the safe usage guidelines provided in the product manuals. Theft, loss, or intentional damage due to fire, flood, or other acts of nature are not covered under Warranty and any resultant loss is the sole responsibility of the i-limb user.

Coverings

*The **i-limb** full hand prosthesis ships with coverings in your choice of color depending on the package purchased.*

*Every **i-limb digits** ships with three (3) sets of i-limb skin active black digit coverings. **i-limb skin natural** coverings are not currently available for **i-limb digits**.*

In addition, one (1) subsequent covering will be provided every 3 months from the date of final fitting following regular completion of Post-Fitting Assessment forms and Hand Health Check via the Patient Care Pathway. Shipping of coverings will be ground only and you should expect 3-5 days for delivery. The cost of these additional coverings is free of charge, provided that Post-Fitting Assessment forms have been completed in full via the Patient Care Pathway. More information on the Patient Care Pathway can be found at:

<http://www.touchbionics.com/resources/document-library>

Customer Support

Our Customer Support centers are the first point of contact for getting answers about our products.

All calls should be made to +1-855-MY-iLIMB for North American customers or +44 1506 438 556 for International customers. Our Customer Support teams can help with most front-line

questions regarding our products, although complex clinical questions may require escalation to specialist staff members.

Hand Health Check

Users who download our prosthesis control software, **biosim**, will be prompted by the software to run a Hand Health Check every three months. Any issues raised by the Hand Health Check will prompt Touch Bionics' Customer Support teams to contact the user's prosthetist to arrange next steps.

biosim Software

biosim controls the i-limb prostheses. With Touch Care, you will receive free upgrades to the software, including any new features or training modes.*

biosim software is available for download through the registration portal on Touch Bionics' web site. By registering for **biosim**, clinicians and patients will always receive the latest updates, upgrades and bug fixes. These fixes are delivered directly through the software, and may also be advised by email communication.

Mobile Control App

i-limb users may receive an iPod® device with their prosthesis (depending on the package purchased), which may be used for the **my i-limb** mobile app allowing grip patterns and other customized features to be activated quickly and easily while on-the-go.*

The iPod will be sent to the prosthetist with the initial kit shipment. The my i-limb app may be downloaded on App Store available on Apple® operating systems and is currently compatible with various iOS and Android devices. Customers should contact Touch Bionics with any issues they experience with the iPod device provided. The mobile device is intended primarily for patients, but prosthetic facilities that have fitted an i-limb device can contact Touch Bionics to request a demo device for use at their location. Qualifying facilities are limited to one (1) handheld device controller per location.

Training via the Web

By registering on Touch Bionics' web site, users are provided with access to **biosim** software downloads and the ability to complete Patient Care Pathway forms. In addition, the portal enables access to additional content on the Touch Bionics' web site that is not available to the general public, such as additional training videos, materials, and programs.

Training via Software

Training tools within the **biosim** software are available to help achieve triggers and activate more features. In addition, usage statistics can be gathered by the user's prosthetist to better address any challenges.

The training modes within the **biosim** software should not be viewed as a replacement for occupational therapy, and Touch Bionics continues to strongly advise occupational therapy be provided by a licensed therapist. Training tools may be updated over time and any new tools/modes will be included as part of the regular **biosim** software updates. Usage data can be

accessed by the clinician at any time through **biosim-pro** software, and reports on usage are also provided to the clinician when users complete Post-Fitting forms in the Patient Care Pathway program.

Service and Repairs

Our active prostheses are eligible for a free service every 12 months while under warranty. Touch Bionics' Customer Support teams will notify customers when an annual service is due. In addition, if the regular Hand Health Check indicates that a service is required, Touch Bionics will honor any required repairs that are covered under the terms of the warranty. If a courtesy hand is requested when a warrantied i-limb device requires a service, Touch Bionics' customer support teams will arrange for the courtesy hand to be delivered to the user on the same day as their purchased hand is collected. For North America customers, a courtesy hand will only be available in color black, small size and in QWD or Wrist Disarticulation models. For International customers, every effort will be made to supply a courtesy hand of a similar specification to the users' purchased hand, subject to availability. Note that the courtesy hand option is not available for i-limb digits or hands that are out of warranty. Estimated turnaround time for service is a maximum of 7-10 days from pickup of hand to return.

All service related calls should be made to +1-855-MY-iLIMB for North American customers or +44 1506 438 556 for International customers.

**Exclusions apply.*